



Urban Rate Survey
Data Collection
User Guide

2022

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1 Introduction

If the FCC notified your firm that it must respond to the Urban Rates Survey (URS), these instructions explain how you must proceed.

The Urban Rates Survey collects data on urban fixed voice and urban fixed broadband providers' residential rates. The *USF/ICC Transformation Order* of 2011 directed the FCC's Wireline Competition Bureau to design and implement the URS and subsequently a Bureau-level order (DA 13-598) adopted the contents of the URS. Data collected in the URS will be used to help ensure that universal service support recipients offering fixed voice or fixed broadband service do so at reasonably comparable rates to those in urban areas.

Providers of urban residential fixed voice or broadband services were randomly selected to respond to the URS. Each provider must submit rates for either fixed voice or fixed broadband in one or more census tracts specified by the FCC for the survey. Because the fixed voice and fixed broadband collections are separate portions of the URS, respondents for each survey section were selected separately. However, because some providers offer both fixed voice and fixed broadband service, some providers may be required to report rates for both their fixed voice and fixed broadband services for various census tracts across the United States.

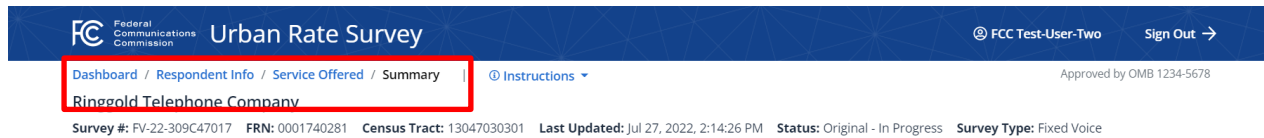
If you need assistance, the staff in FCC's Office of Economics and Analytics' Industry Analysis Division is available to assist you with questions related to the URS. Please contact us with questions at UrbanRateSurvey@fcc.gov or 202-418-0940.

1.1 Before You Begin

Throughout the survey, please be aware the interface provides buttons to help you navigate your submission:

1. Clicking **Back** will take you to the previous page; clicking **Back to Dashboard** will take you to the Survey List.
2. Clicking **Summary** will display the *Summary* page.
3. If you leave the survey before completing it, you may return to complete the survey by clicking on the survey link on the Survey List.
4. You can also navigate within the banner at the top of each page.
 - Depending where you are in the survey process, you can click on any of the

previous pages (Dashboard, Respondent Info, Service Offered, or Summary) to move to a previous page.



1.2 Logging In

1. Open a web browser and go to **<https://urs.fcc.gov>**. The Okta Log In screen, shown below, should appear:

The image shows the Okta Log In screen. At the top, there is the FCC logo. Below it is a placeholder for a user profile picture. Underneath the picture is the text 'Sign In'. Below this, there are two input fields: 'Username' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember me'. At the bottom of the form is a blue button labeled 'Sign In'. Below the button is a link that says 'Need help signing in?'.

You are accessing a U.S. Government information system provided by the Federal Communications Commission for FCC-authorized users only. All communications occurring on this information system are subject to be monitored, recorded, and audited, therefore you have no reasonable expectation of privacy regarding any communications or data transmitted or stored on this information system.

Unauthorized or improper use of the information system or information stored on this information system is prohibited and subject to criminal, civil, and/or administrative penalties. Any data transmitted or stored on this information system may be disclosed to law enforcement or other Federal agencies or their contractors in the course of conducting an investigation or other forensic analysis.

USE OF THIS INFORMATION SYSTEM INDICATES CONSENT TO MONITORING AND RECORDING.

2. Under **Username**, please log in using the username created in CORES (<https://us-fcc.app.box.com/v/CORESRegistrationInstructions>). **Note:** *this username will be the same as that used for your last Form 477 submission if you filed Form 477 data for your company.*
3. Under **Password**, please log in using the password associated with the username created in CORES. **Note:** *this password will be the same as that used for your last Form 477 submission.*
4. You can reset your password online at <https://apps.fcc.gov/coresWeb/enterFrnForPwdReset.do> or by calling 877-480-3201 and

selecting Option 1.

5. Click **Sign In**.

1.3 Survey List

Once you have successfully logged into the Urban Rates Survey Data Collection website, the census tract(s) and services (Fixed Voice or Fixed Broadband) are listed for which you must submit data. If you are required to respond for more than one census tract, the list will show multiple surveys. You will need to enter rates applicable to each census tract separately.

FC

Federal Communications Commission

Urban Rate Survey

Tom Smith

Sign Out →

Dashboard

Instructions

Approved by OMB 1234-5678

URS Dashboard

Survey List

To begin or modify a survey, click on the survey number for the Census Tract for which you are responding.

To upload a Comma-Separated Value document to complete your survey(s), go to the [CSV Upload page](#). Further instructions can be found there.

To view a certified survey, click on its 'Summary' link.

To open a survey for modification, click the link under the 'Survey #' column. Please note that opening the survey for modification will require the survey to be recertified.

[All FRNs]

Survey #	Survey Type	Provider	FRN	Census Tract	Status	Last Updated	
FY-22-F0F2E8D6	Fixed Voice	CenturyLink, Inc.	0029390143	4013061014	Original - In Progress	Jul 7, 2022, 2:30:00 PM	Summary
FY-22-F0F3B4B1	Fixed Voice	CenturyLink, Inc.	0029390143	4013113201	Original - In Progress	Jul 8, 2022, 12:40:37 AM	Summary
FY-22-F0F3905C	Fixed Voice	CenturyLink, Inc.	0029390143	4013103900	Original - In Progress	Jul 8, 2022, 12:03:26 AM	Summary
FY-22-F0F6DC1E	Fixed Voice	CenturyLink, Inc.	0029390143	4013319902	Original - Not Started	May 23, 2022, 11:25:34 PM	Summary
FY-22-F0F9F518	Fixed Voice	CenturyLink, Inc.	0029390143	4013522904	Original - In Progress	Jul 7, 2022, 2:56:47 PM	Summary
FY-22-F0FE6824	Fixed Voice	CenturyLink, Inc.	0029390143	4013814500	Original - Not Started	May 23, 2022, 11:25:34 PM	Summary
FY-22-F14D980B	Fixed Voice	CenturyLink, Inc.	0029390143	4019004107	Original - Not Started	May 23, 2022, 11:25:34 PM	Summary
FY-22-F16C1006	Fixed Voice	CenturyLink, Inc.	0029390143	4021000902	Original - In Progress	Jul 7, 2022, 6:37:17 PM	Summary
FY-22-1DEE3267E	Fixed Voice	CenturyLink, Inc.	0029390143	8005005630	Original - Not Started	May 23, 2022, 11:25:34 PM	Summary
FY-22-1DF5D54EB	Fixed Voice	CenturyLink, Inc.	0029390143	8013012907	Original - Not Started	May 23, 2022, 11:25:34 PM	Summary

« 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 »

Showing 1 - 10 of 181

View 10

You can sort by any of the field names (columns):

- You will see an ↑ when a column is sorted in ascending order and a ↓ when a column is sorted in descending order.

Survey #	Survey Type	Provider	FRN	Census Tract	Status
FV-22-F0F2E8D6	Fixed Voice	CenturyLink, Inc.	0029390143	4013061014	Original - In Progress

If you have multiple FRNS, you can filter the list by FRN by clicking on the “All FRNS” drop-down menu and selecting the desired FRN.

[All FRNs]					
[All FRNs]					
0029390143					
0029390150					
Survey #	Survey Type	Provider	FRN	Census Tract	Status
FV-22-F0F2E8D6	Fixed Voice	CenturyLink, Inc.	0029390143	4013061014	Original - In Prog

Note: The FCC believes your firm provides service in the census tract(s) on the survey list based on your most recent Form 477 and/or BDC filings. If in fact your firm does not provide service in the specified census tract, you will have the opportunity to certify that you do not provide that service in the census tract.

1.4 Finding a Census Tract Location

Before beginning a survey, you must determine where the specified census tract is in relation to your service area. To do so, you will need to first identify the state and county names that correspond to the census tracts of your survey. Using the first 5 digits of the census tract code, locate the state and county name here:

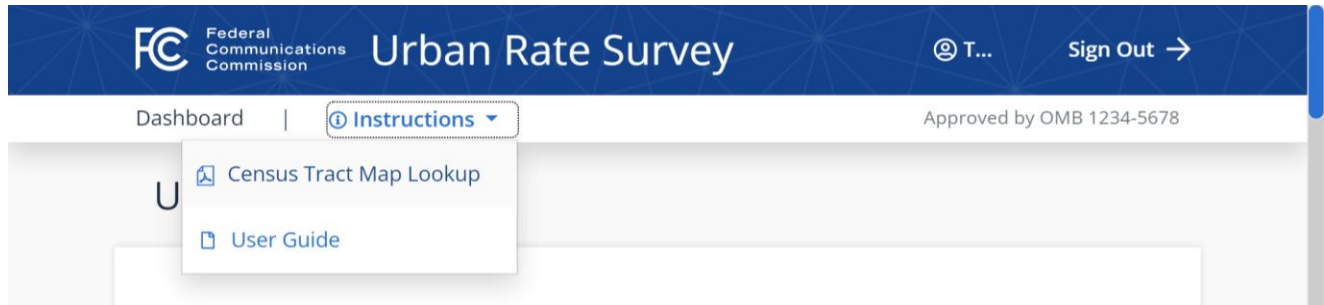
https://www.nrcs.usda.gov/wps/portal/nrcs/detail/national/home/?cid=nrcs143_013697

Survey #	Survey Type	Provider	FRN	Census Tract	Status
FB-22-C5AC4338F	Fixed Broadband	CenturyLink, Inc.	0029390143	53033025102	Original - Not Sta

In the example above, the first two digits are the state code (53), corresponding to Washington. The next three digits are the county code (033), corresponding to King County. The tract code is the final six digits (025102).

Next, locate the census tract on the map. Click on the Instructions drop down menu and select

“Census Tract Map Lookup.” This map will show, in addition to the census tract, the jurisdictional boundaries, natural features, and roads around the census tract. Using this map, you should be able to determine where in your service area the census tract is located. You will report rates for the specified census tract.



The instructions (pdf) will open in a new tab and will walk you through the process of locating the census tracts for each survey.

1.5 Begin a Survey

To begin a survey, click on the survey number (shown in the red box below).

Survey #	Survey Type	Provider	FRN	Census Tract	Status	Last Updated
FV-22-F0F6DC1E	Fixed Voice	CenturyLink, Inc.	0029390143	4013319902	Original - Not Started	May 23, 2022, 11:25:34 PM Summary
FV-22-F0FE6824	Fixed Voice	CenturyLink, Inc.	0029390143	4013814500	Original - Not Started	May 23, 2022, 11:25:34 PM Summary

2 Survey Responses for Fixed Voice

2.1 Entering Respondent Information

Clicking on a survey number on the Survey Page will open the Respondent Information page. Enter the contact information for the person who is primarily responsible for submitting the rates and charges for the specified census tract. This should be the person the FCC should contact if any technical questions arise concerning the submission.

The banner at the top of the page indicates the Provider Name, Survey Number, FRN, Census Tract, Last Updated (date and time the survey was last updated), Status and Survey Type.

Some fields will be prepopulated, including the Survey Type, Provider Name, Provider FRN and Census Tract.

CenturyLink, Inc.

Survey #: FV-22-F0F6DC1E
 FRN: 0029390143
 Census Tract: 4013319902
 Last Updated: May 23, 2022, 11:25:34 PM
 Status: Original - Not Started
 Survey Type: Fixed Voice

Respondent Information

Respondent Contact Information

All fields are required unless marked optional.

Survey Type

Fixed Voice

Provider Name

CenturyLink, Inc.

Provider FRN

0029390143

Study Area Code *(optional)*

The contact entered here may not necessarily be the same individual who certifies the data. You will enter the certification information on a different page after you have completed data entry for the survey.

Firms that are required to submit data on multiple census tracts may choose to have different people submit data for each census tract. In this event, the contact information should be edited for each census tract as applicable.

1. Enter the following:
 - a. Mandatory fields:
 - i. Contact Name
 - ii. Title
 - iii. Phone
 - iv. Email
 - b. Optional Fields:
 - i. Study Area Code,
 - ii. Brand Name (e.g., DBA name)
 - iii. Extension

2. Click **Save and Continue** to add survey data for fixed voice.

2.2 Entering Survey Data for Fixed Voice

After entering and saving the Respondent Information, you will answer the questions for the types of voice services that are offered by the provider. The survey asks for rates on three separate fixed voice service offerings:

- Unlimited or flat-rate local voice service
- Measured or messaged local voice service
- Unlimited all-distance service

For each specified voice service offered within the census tract on July 1, of the filing year, respondents must report standalone, non-discounted, residential recurring monthly rates and service initiation charges.

- Only report non-discounted rates. (e.g. do not report rates that offer discounts for long term contracts, using a checking account to pay for the service in lieu of using a credit card, or special rates such as low income rates).
- Only voice service sold as one of the standalone offerings should be reported. Do not report if the voice service is bundled with another product (e.g. video, broadband, etc.).
- Only report rates offered on the specified date. Do not report any grandfathered offerings.
- Only report rates for residential service. Do not report on any business offerings.
- **If you are reporting as an ILEC, report ILEC rates.**

Before answering Fixed Voice questions, you must determine for the specified census tract:

- a. Whether the firm offers any of the following products:
 - Unlimited or Flat-Rate Local Voice Service
 - Measured or Messaged Local Voice Service
 - Unlimited All-Distance Service
- b. Whether the firm provides a product using:
 - Circuit Switched technology
 - VoIP technology
 - Both Circuit Switched or VoIP separately
- c. Whether, for each product and technology, there are multiple rates applicable (see below). Each of these questions is explained below.

2.2.1 Products

You must report non-discounted rates on any and all of the three voice offerings if the provider offers that service as a standalone, residential product in the census tract. Each service type is described below:

- a. *Unlimited or Flat-Rate Local Voice Service:* This service charges the customer a monthly rate and allows for unlimited calling within a local calling area. Monthly charges do not depend on the volume of calls within the local calling area.
- b. *Measured or Messaged Local Voice Service:* This service charges a customer based on either the number of calls or the number of call minutes within the local calling area. The charges per call or per minute may or may not be in addition to a recurring charge.
- c. *Unlimited All-Distance Service:* This service charges the customer a monthly rate and allows for unlimited calling to domestic numbers (not international numbers). Monthly charges do not depend on the volume of calls within the local calling area. This service does not include calls to special numbers (e.g. 900 numbers).

2.2.2 Technology

For each product you offer in the census tracts, determine whether this service is delivered using Circuit Switched or VoIP technology. If customers can purchase the service through either technology then you will report separately for each.

2.2.3 Multiple Rates

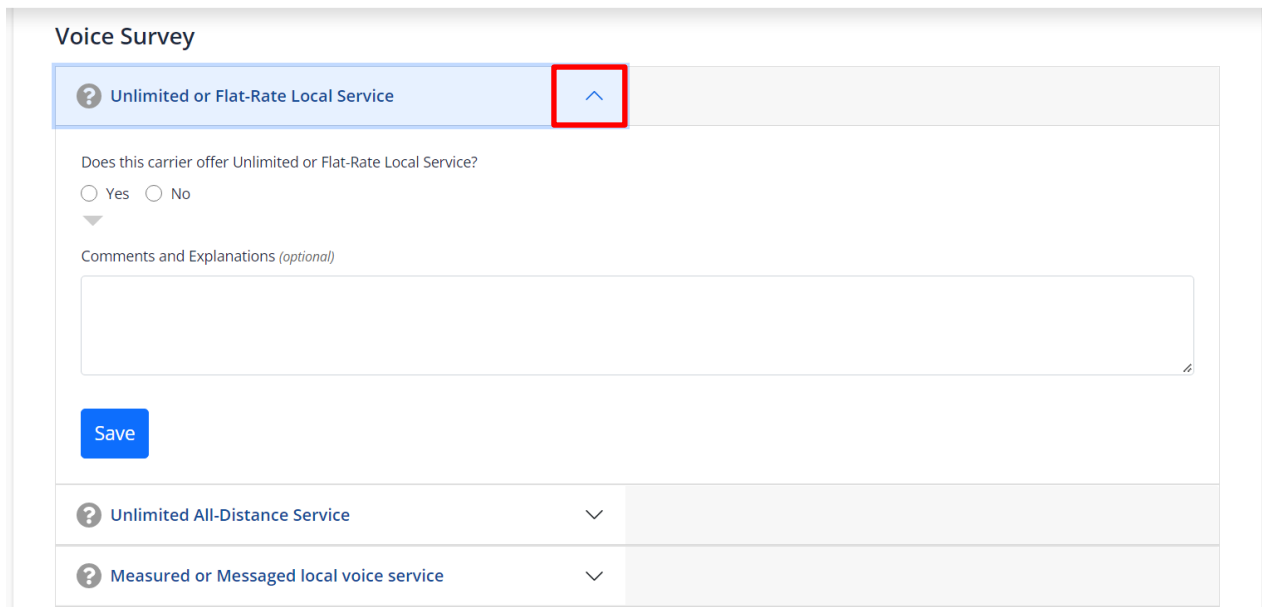
Because census tracts cover geographic areas, it is possible different rates may apply across the census tract. That is, customers in different parts of the census tract may be offered different rates by the provider due to the fact they sit in different jurisdictions. Having multiple sets of rates in a census tract is uncommon. To determine if and how you must report multiple rates for a census tract, do the following:

- Determine whether for the same product offering customers in different locations within the census tract are subject to different rates.
- If you have two sets of undiscounted rates in the census tract, then report the set of rates with the lower sum of monthly rates (Monthly recurring service charge, Federal Subscriber Line Charge, Access Recovery Charge, State Subscriber Line Charge, State USF Charge, mandatory Extended Area Charge, and Voluntary Extended Area Charge) into the minimum column, and the other set of monthly rates in the maximum column.

- If three or more rates exist within the census tract, then for each set of rates sum the Monthly recurring service charge, Federal Subscriber Line Charge, Access Recovery Charge, State Subscriber Line Charge, State USF Charge, Mandatory Extended Area Charge, and voluntary Extended Area Charge. Then for each summed set of rates within a census tract, determine the one with the least total cost to the customer and the one with the greatest total cost to the customer. Only the least and greatest charges will be reported in the survey. Henceforth, the least will be referred to as the “Minimum Rate” and the greatest will be referred to as the “Maximum Rate”.

2.2.4 Start Fixed Voice Survey

1. Begin the fixed voice survey:
 - a. Open the accordion for Unlimited or Flat-Rate Local Service by clicking on the arrow.



Voice Survey

Unlimited or Flat-Rate Local Service ⬆

Does this carrier offer Unlimited or Flat-Rate Local Service?

☐ Yes ☐ No

▼

Comments and Explanations (optional)

Save

Unlimited All-Distance Service ▼

Measured or Messaged local voice service ▼

2. Answer the questions for Unlimited or Flat-Rate Local Service in the specified census tract:
 - a. If a service is not offered, or is offered only as part of a bundle that includes broadband, check **No** for **Service Offered** and click **Save & Continue**.
 - b. If the service is offered, check “Yes”.
 - i. Answer if the service is offered through VoIP and/or Circuit Switched. Select “Yes” or “No” accordingly.
 - ii. If multiple rates and/or taxes/fees/surcharges exist for the same service

within the census tract, check the **Multiple VoIP rates** and/or **Multiple Circuit Switched rates** checkboxes.

2.3 Entering Monthly Rates for Fixed Voice

For each service offered, report each component of the rate in dollar and cents amounts. If both circuit switched and VoIP service are offered, report information for both services. For both services, if there is only one rate to report, report this in the system. If there are multiple rates for the same service offering in the specified census tract (indicated by checking “Multiple Rates”), report the least total monthly cost offering and the greatest total monthly cost rates. The following example shows a multiple rate scenario when both minimum and maximum rates are entered.

Does this carrier offer Unlimited or Flat-Rate Local Service?

☒ Yes
 ☐ No

This carrier offers the above service through:

☒ VoIP
☒ Multiple VoIP rates? (uncommon)
☒ Circuit Switched
☒ Multiple Circuit Switched rates? (uncommon)

Indicate whether the service is available to the customer through Circuit Switched, VoIP or both.

If you have different sets of prices for different jurisdictions (villages/towns/municipalities) for a service within this census tract, then list the minimum and maximum **undiscounted** rates/fees/surcharges for that service. Do **not** list discounted rates.

Monthly Rates for Unlimited or Flat-Rate Local Service

Rates	Not Charged	VoIP (<i>Undiscounted</i>)		Circuit (<i>Undiscounted</i>)	
		Minimum	Maximum	Minimum	Maximum
Recurring service charge (without SLC)	<input type="checkbox"/>	5.00	15.00	5.00	15.00
Federal Subscriber Line Charge (SLC)	<input type="checkbox"/>	1.00	1.00	1.00	1.00
Access Recovery Charge (ARC)	<input checked="" type="checkbox"/>				

Report each of the following recurring monthly rates:

- Recurring service charge (without SLC)
- Federal Subscriber Line Charge (SLC), if any
- Access Recovery Charge (ARC), if any
- State SLC, if any
- Mandatory extended area service
- (EAS) charges, if any
- Voluntary EAS, if any

2.3.1 Add Fixed Voice Rates

1. If a rate component does not apply, check the **Not charged by the provider** box; otherwise, report the minimum and maximum non-discounted amount a customer would pay for each non- recurring charge.

Note: *You must either check the box or enter the rate information. If nothing is entered, an error message will be displayed.*

Unlimited or Flat-Rate Local Service

Service Offered: ☒ VoIP ☒ Circuit

Does this carrier offer Unlimited or Flat-Rate Local Service?

☒ Yes ☐ No

This carrier offers the above service through:

☒ VoIP

☐ Multiple VoIP rates? (uncommon)

☒ Circuit Switched

☐ Multiple Circuit Switched rates? (uncommon)

Indicate whether the service is available to the customer through Circuit Switched, VoIP or both.

If you have different sets of prices for different jurisdictions (villages/towns/municipalities) for a service within this census tract, then list the minimum and maximum undiscounted rates/fees/surcharges for that service. Do not list discounted rates.

Rates for Unlimited or Flat-Rate Local Service

Rates	Not Charged	VoIP (Undiscounted) Rate	Circuit (Undiscounted) Rate
Recurring service charge (without SLC)	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Federal Subscriber Line Charge (SLC)	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Access Recovery Charge (ARC)	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
State SLC	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
State USF charge	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Mandatory extended area service (EAS) charges	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Voluntary EAS	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

Comments and Explanations (optional)

Save

2. When you have finished entering rates for *Unlimited or Flat-Rate Local Service*, click **Save**.

- Repeat the process for the *Unlimited All-Distance Service* and *Measured or Messaged Local Voice Service* accordions. When complete and all surveys have been saved, click **Continue to Summary**.

Service Offered

Voice Survey

✓ Unlimited or Flat-Rate Local Service	Service Offered: ✓ VoIP ✓ Circuit
✓ Unlimited All-Distance Service	Service Offered: ✓ VoIP ✓ Circuit
✓ Measured or Messaged local voice service	Service Offered: ✓ VoIP ✓ Circuit

* = Multiple rates and or taxes/fees/surcharges may exist for the same service within the Census tract.
? = Section has not been started.
! = Missing or incomplete
✓ = Complete

[← Back to Dashboard](#)
[Continue to Summary →](#)

If you have any questions or need assistance, please refer to the [Urban Rate Survey Resources page](#) or contact Urban Rate Survey support at UrbanRateSurvey@fcc.gov.

2.4 FixedVoice Summary Page

Survey Summary

Voice Services

Voice Service Type	Service Offered	VoIP	Circuit
✓ Unlimited or Flat-Rate Local Service	Yes	Yes	Yes
✓ Unlimited All-Distance Service	Yes	Yes	Yes
✓ Measured or Messaged local voice service	Yes	Yes	Yes

Reported Monthly Rates

Unlimited or Flat-Rate Local Service

Monthly Rates	VoIP (Undiscounted) Rate	Circuit (Undiscounted) Rate
✓ Recuring service charge (without SLC)	5.00	3.00
✓ Federal Subscriber Line Charge (SLC)	5.00	3.00
✓ Access Recovery Charge (ARC)	5.00	3.00
✓ State SLC	5.00	3.00
✓ State USF charge	5.00	3.00
✓ Mandatory extended area service (EAS) charges	5.00	3.00
✓ Voluntary EAS	N/A	N/A

- Review the rates entered for each type of service provided.

- a. When a rate is missing or incorrect, you will see a yellow exclamation point next to that service type.

Survey Summary

Voice Services

Voice Service Type	Service Offered	VoIP	Circuit
✓ Unlimited or Flat-Rate Local Service	Yes	Yes	Yes
! Unlimited All-Distance Service	Yes	Yes	Yes
✓ Measured or Messaged local voice service	Yes	Yes	Yes

- b. Scroll down to that service type to identify which rate needs to be corrected.

Unlimited All-Distance Service

Monthly Rates	VoIP (<i>Undiscounted</i>) Rate	Circuit (<i>Undiscounted</i>) Rate
! State USF charge	N/A	N/A
✓ Recurring service charge (without SLC)	10.00	10.00
✓ Federal Subscriber Line Charge (SLC)	N/A	N/A
✓ Access Recovery Charge (ARC)	19.00	18.00
✓ State SLC	48.00	83.00
✓ Mandatory extended area service (EAS) charges	N/A	N/A
✓ Voluntary EAS	19.00	19.00

- c. Click the **Back** button to return to the survey to enter or correct the necessary rates.
- You must respond for all three Voice Service Types before you can certify the survey data (by entering rates or indicating that a specific rate is not charged). Once you have reviewed all rates entered, you are ready to certify your survey. Click **Certify**.

Monthly Rates	VoIP (<i>Undiscounted</i>)		Circuit (<i>Undiscounted</i>)	
	Rate	Units	Rate	Units
✓ Peak period local rate per unit (minute or call/message) once allowance exceeds	1.00	per Call	1.00	per Call
✓ Off-Peak period local rate per unit (minute or call/message) once allowance exceeds	1.00	per Call	1.00	per Call

- * = Multiple rates and/or taxes/fees/surcharges may exist for the same service within the Census tract.
- ? = Section has not been started.
- ! = Missing or incomplete
- ✓ = Complete

← Back

Certify →

If you have any questions or need assistance, please refer to the [Urban Rate Survey Resources page](#) or contact Urban Rate Survey support at UrbanRateSurvey@fcc.gov.

2.5 Certifying Fixed Voice Survey Data

An officer of the firm must certify the rates; if the firm is reporting for multiple census tracts, the firm may choose to have different Certifying Officials certify different census tracts. The official should certify that the information provided is accurate and correct to the best of his or her knowledge, information, and belief. Such certifications should be based on the information before the official making the certification and on a reasonable, good faith effort to confirm the accuracy of submitted rates.

Survey Certification for Survey: FV-22-43312DC0E

Certifying Official Contact Information

All fields are required unless marked optional.

A corporate officer must provide contact information and confirm certification statement at the end of this form.

Name

Job Title/Position

Phone

Format as: (123) 456-7890

Extension (optional)

Email

☐ By checking this box, I certify under penalty of perjury that I have evaluated the data in this submission and, to the best of my knowledge, information, and belief, the data are accurate and correct, and that I am submitting a document as part of an official FCC process.

Privacy Act Statement for Default Contacts and Certification

The business contact and certification information that you provide will be stored in the system of records entitled FCC-2, "[Business Contacts and Certifications](#) [2]" and may be disclosed for the routine uses listed in that system of records.

[← Back](#) [Certify](#)

If you have any questions or need assistance, please refer to the [Urban Rate Survey Resources page](#) or contact Urban Rate Survey support at UrbanRateSurvey@fcc.gov.

1. Enter the contact information for the Certifying Official.
2. The Certifying Official must check the box indicating the data have been reviewed and are accurate and correct.
3. The Certifying Official must click **Certify**. A submission confirmation will display:

Confirmation

Success

Thank you!
Your survey was successfully submitted on Jul 25, 2022, 9:40:09 AM

[Return to Survey List →](#)

4. To return to the dashboard, click **Return to Survey List**.
5. Once certified, the status for the survey you just completed will show **Original – Submitted**. If you do not complete the survey, the status will show **Original – In-Progress**. You are not finished submitting data for a census tract until it says **Original – Submitted**.


3 Survey Responses for Fixed Broadband

3.1 Entering Respondent Information

Clicking on a survey number on the Survey Page will open the Respondent Information page. Enter the contact information for the person who is primarily responsible for submitting the rates and charges for the specified census tract. This should be the person the FCC should contact if any technical questions arise concerning the submission.

The banner at the top of the page indicates the Provider Name, Survey Number, FRN, Census Tract, Last Updated (date and time the survey was last updated), Status and Survey Type.

Some fields will be prepopulated, including the Survey Type, Provider Name, Provider FRN and Census Tract.


Federal Communications Commission

Urban Rate Survey

FCC Test-User-Two
Sign Out →

[Dashboard](#) /
 [Respondent Info](#) |
 [Instructions](#)

Approved by OMB 1234-5678

Mediacom Delaware LLC

Survey #: FB-22-254738478
 FRN: 0001740281
 Census Tract: 10005051005
 Last Updated: May 23, 2022, 11:25:34 PM
 Status: Original - Not Started
 Survey Type: Fixed Broadband

Respondent Contact Information

All fields are required unless marked optional.

Survey Type

Fixed Broadband

Provider Name

Mediacom Delaware LLC

Provider FRN

0001740281

Study Area Code *(optional)*

Brand Name *(optional)*

The contact entered here may not necessarily be the same individual who certifies the data. You will enter the certification information on a different page after you have completed the survey.

Firms that are required to submit data on multiple census tracts may choose to have different people submit data for each census tract. In this event, the contact information should be edited for each census tract as applicable.

1. Enter the following:
 - a. Mandatory fields:
 - i. Contact Name
 - ii. Title
 - iii. Phone
 - iv. Email
 - b. Optional Fields:
 - i. Study Area Code,
 - ii. Brand Name (e.g., DBA name)
 - iii. Extension

2. Click **Save and Continue** to add survey data for fixed broadband.

3.2 Entering Survey Data for Fixed Broadband

After entering and saving the Respondent information, you will answer the questions about

residential broadband services offered by the provider in specified census tracts.

For each standalone, Internet service offered within the census tract on July 1, of the survey year, respondents must report information on the service's technology, advertised speeds, capacity allowances (if any), and recurring rates.

3.2.1 Determining How Many Unique Service Offerings to Report

Before entering information, determine how many unique service offerings must be reported *for the specified census tract*. A unique service offering is defined by its advertised:

- Download and upload speeds
- Technology (i.e. DSL, FTTH, cable, Fixed Wireless, or Other)
- Capacity allowance (if any)

For example, if in the specified census tract, unlimited data 5/2 Mbps residential service is offered using either DSL or fiber to the home (FTTH), then report the 5/2 Mbps DSL unlimited service as one broadband service and the 5/2 Mbps FTTH unlimited service as another service.

As another example, if a 10/2 Mbps DSL service is offered with either a 100 GB or 200 GB capacity allowance then report the 10/2 Mbps DSL 100 GB service as one service and the 10/2 Mbps DSL 200 GB service as another service. Add as many services as needed to report all offered services.

- Report only service offerings available to residential customers in the specified census tract.
- Report only broadband service sold as a standalone offering. Do not report if the broadband service is bundled with another product (e.g. video, voice, etc.).
- Only report rates offered on the specified date. Do not report any grandfathered offerings.
- Only report rates for residential service. Do not report on any business offerings.
- Only report offerings where *both* the download and upload speeds are at least 200 kbps.
- FTTH should only be used if the optical fiber reaches the boundary of the living space, such as a box on the outside wall.
- If customers can purchase the service through one or more technology type (e.g. either as FTTH or DSL) then you will report for each as a separate reportable service offering.

3.2.2 Determining Which Rates to Report for Reportable Offerings

Because census tracts cover geographic areas, it is possible different rates or taxes/fees/surcharges may apply for different residential customers within a given census tract. That is, customers in different parts of the census tract may be offered different rates by the provider or may be required to pay different taxes/fees/surcharges due to the fact they sit in different jurisdictions.

Before entering information for a census tract, determine *for each reportable service offering* whether a single set of rates and taxes/fees/surcharges apply within the census tract or if multiple rates apply. Having multiple sets of rates in a census tract is uncommon. To determine if and how you must report multiple rates for a census tract, do the following:

1. Determine whether *for the same reportable service offering* customers in different locations within the census tract are subject to different rates.
2. If you have two sets of undiscounted rates in the census tract, then report the set of rates with the lower sum of monthly rates (monthly recurring service charge, state, local, and municipal taxes, all other mandatory fees and taxes, and surcharges in the service accounted as company revenue) into the minimum column and the other set into the maximum column.
3. If three or more rates exist within the census tract, then for each set of rates, sum the monthly recurring service charge, state, local, and municipal taxes, all other mandatory fees and taxes, and surcharges in the service accounted as company revenue and report the rates. Then for each summed set of rates within a census tract, determine the one with the least total cost to the customer and the one with the greatest total cost to the customer. Only the least and greatest charges will be reported in the survey. Henceforth, the least will be referred to as the “Minimum Rate” and the greatest will be referred to as the “Maximum Rate”.

You are ready to begin entering data once you have:

- Identified each reportable service offering for the specified census tract.
- Determined whether for each reportable census tract you must report a multiple sets of rates.

3.2.3 Fixed Broadband Survey Fields

For each reportable service offering in a given census tract, you must enter the requested information. Each field required is explained below.

1. **Service Name** – Enter the package name, if any, associated with this particular service. For example, “Basic”, “Premium”, etc. This field is optional and should be the name the provider associates with the specific service offering. It may be helpful for you to enter this field so you can easily distinguish within the system between each of your reported services.
2. **Broadband Technology** - A drop down box allows for selecting the following technologies:
 - DSL (Digital Subscriber Line)
 - FTTH (Fiber to the House) – FTTH should only be entered if the optical fiber reaches at least the boundary of the living space, such as a box on the outside wall.
 - Cable
 - Fixed wireless
 - Other – Enter the technology in the comment box. An example of “Other” is “Broadband Over Power Lines.”
3. **Speeds** - Enter all speeds in Megabits per Second (Mbps). To convert kilobits per second (Kbps) to Mbps, divide Kbps by 1024. For example, $768 \text{ Kbps} \div 1024 = 0.75 \text{ Mbps}$. To report this 768 Kbps service, you would enter 0.75 Mbps in the appropriate box. Report 1 Gbps as 1000 Mbps.
 - **Advertised Download Speed (Mbps)** – Enter the advertised download speed associated with the reportable service offering.
 - **Advertised Upload Speed (Mbps)** – Enter the advertised upload speed associated with the reportable service offering.
4. **Monthly Capacity Allowance (GB)** – Enter the capacity allowance, if any, in Gigabytes (GB). A capacity allowance is the monthly data usage level at which the Internet Service Provider begins to block, rate-limit, or charge excess fees for additional data transmission. This capacity allowance may be either explicit or implicit to the contract.
 - If no capacity allowance (also commonly referred to as a usage cap) is imposed on the service offering, enter “Unlimited.”
 - If the service offering does have a capacity allowance, enter it in Gigabytes (GB).

- If the capacity allowance for a given customer is determined based on that customer's relative data usage, then report the level of data usage during the reporting month for which the customer would begin to be blocked, rate-limited, or charged excess fees. (For example, if a provider's customers with data usage at the 95th percentile are rate-limited, then report the data amount in GB that would place the customer at the 95th percentile in the reporting month.)
5. **Action when capacity allowance is reached** – If the service offering has a monthly capacity allowance reported above, then select what action is taken when the capacity allowance is reached. A drop down list allows for selecting the following actions:
- Overage Charge – A fee or unit price is charged for data used beyond the capacity allowance.
 - Blocking Traffic – Some or all of the legal traffic sent by or to the customer is blocked from its destination.
 - Rate-limited – The data transmission speeds of some or all of the legal traffic sent by or to the customer is intentionally reduced specifically because the customer reached the capacity allowance. This should not include typical network management actions.
6. **Multiple Rates** – Some providers may need to report multiple rates and/or taxes/fees/surcharges for the same service within the census tract. After reviewing the instructions to determine whether you must report multiple rates, mark “Yes” or “No” to indicate whether you will be entering multiple rates and/or taxes/fees/surcharges for the reportable service offering.

3.3 Entering Monthly Rates for Fixed Broadband

For each reportable service offering, report each component of the rate in dollar and cents amounts. Reported monthly rates should be standard, non-discounted, non-promotional, residential rates. In some cases, this may be the month-to-month rate available to a customer not eligible for introductory rates, etc.

If there are multiple rates or taxes/fees/surcharges for the same service offering in the specified census tract (indicated by “Yes” in previous multiple rates question explained above), report the least total monthly cost offering (“Minimum rate”) and the greatest total monthly cost rates

If you indicated there are multiple rates, the system will have space to enter both a Minimum and Maximum rate.

1. Click on the **Add Broadband** button.
 - a. If reportable broadband service is not offered in the census tract, then click **Certify**.

2. Enter **Service Name**.

Broadband Survey

As another example, if a 10/2 Mbps DSL service is offered with either a 100 GB or 200 GB capacity allowance then report the 10/2 Mbps DSL 100 GB service in one column and the 10/2 Mbps DSL 200 GB service in the next column. Use as many rows (and extend as necessary by clicking Add Broadband Service Offered link) to report on all offered services.

+ Add Broadband Service

Service Name

Service Technology

Note: Please select the service type from the dropdown menu based on your service's last mile technology. Users may use *only* the technologies listed in the dropdown menu. If you have questions, please email them to the [Urban Rate Survey support team](#).

Advertised Download Speed
 Mbps

Advertised Upload Speed
 Mbps

Is the monthly capacity unlimited
☐ Yes ☐ No

Multiple rates
☐ Yes ☐ No

Note: In some cases, multiple rates and or taxes/fees/surcharges may exist for the same service within the census tract. If this occurs for the specified census tract, respondents must report the least and most expensive total cost offerings.

Monthly Rates for service		
Rates	Not Charged	Rate (<i>Undiscounted</i>)

Does this service require the customer use a modem or similar hardware?

- 24

+ Add Broadband Service

Service Name

Service Technology

Advertised Download Speed

Mbps

technology is required

Select...

DSL

FTTH

Cable

Fixed Wireless

Other

the service type from the dropdown menu based on your service's last mile technology. Users may use *only* the technologies listed in the

you have questions, please email them to the [Urban Rate Survey support team](#).

4. Enter **Advertised Download Speed** and **Advertised Upload Speed**.

5. If the monthly capacity is not unlimited:

a. Enter the **Monthly Capacity Allowance**, **Action when capacity allowance is reached** and whether **unused capacity is rolled over**.

Is the monthly capacity unlimited

☐ Yes ☒ No

Monthly Capacity Allowance

GB

Action when capacity allowance is reached

Unused capacity roll over

☐ Yes ☐ No

b. **Action when capacity allowance is reached** is a drop down menu; select one of the options.

Action when capacity allowance is reached

Select... ▼

Select...

Overage Charge

Blocking Traffic

Rate-limited

6. Enter the rates:

Monthly Rates for Fast Internet Cable service

Rates	Not Charged	Rate (Undiscounted)
Recurring monthly charge	<input type="checkbox"/>	50
Total of state, local, and municipal taxes	<input type="checkbox"/>	10
Total of all other mandatory fees and taxes (such as provider surcharges, etc.) passed through	<input checked="" type="checkbox"/>	
Surcharges on the service accounted as company revenue (i.e. non-pass through)	<input checked="" type="checkbox"/>	
Activation or connection not requiring a service visit to the premises	<input checked="" type="checkbox"/>	
Activation or connection requiring a service visit (but assuming the premises is already physically wired)	<input type="checkbox"/>	25
What is the purchase price for necessary hardware? (if provider sells such hardware.)	<input checked="" type="checkbox"/>	
What is the monthly rental price for necessary hardware? (if provider rents hardware.)	<input type="checkbox"/>	12
Computer/laptop hook-up by service technician already making a service visit.	<input checked="" type="checkbox"/>	

Does this service require the customer use a modem or similar hardware?

☒ Yes ☐ No

Comments and Explanations (optional)

Character Limit: 1024

Add Service

- a. If a rate component does not apply, check **Not charged**; otherwise, report the maximum non-discounted amount a customer would pay for each non-recurring charge.
 - i. If multiple rates are charged, report the minimum and maximum non-discounted amount a customer would pay for each non-recurring charge.

Note: You must either check the box or enter the rate information. If nothing is entered, an error message will be displayed.

7. Indicate whether the service requires a modem or similar device.
8. Click **Add Service**.
9. If you have additional reportable services within this census tract, repeat the process to add the service with appropriate rates and information.
10. Once all services have been reported for a tract, click **Continue to Summary**.

3.4 Fixed Broadband Summary Page

Broadband Services

	Service Name	Service Technology	Advertised Download Speed (Mbps)	Advertised Upload Speed (Mbps)	Capacity Allowance (GB)	Capacity Action Max	Unused Capacity Rollover
✓	Fast Internet	Cable	200.00	200.00	Unlimited	N/A	N/A

Reported Monthly Rates

Fast Internet

Does this service require the customer use a modem or similar hardware? Yes

Recurring Charges	Rate
✓ Recurring monthly charge	50.00
✓ Total of state, local, and municipal taxes	10.00
✓ Total of all other mandatory fees and taxes (such as provider surcharges, etc.) passed through	N/A
✓ Surcharges on the service accounted as company revenue (i.e. non-pass through)	N/A
✓ Activation or connection not requiring a service visit to the premises	N/A
✓ Activation or connection requiring a service visit (but assuming the premises is already physically wired)	25.00
✓ What is the purchase price for necessary hardware? (if provider sells such hardware.)	N/A
✓ What is the monthly rental price for necessary hardware? (if provider rents hardware.)	12.00
✓ Computer/laptop hook-up by service technician already making a service visit.	N/A

* = Multiple rates and or taxes/fees/surcharges may exist for the same service within the Census tract.
 ? = Section has not been started.
 ! = Missing or incomplete
 ✓ = Complete

← Back
Certify →

2. Review the rates entered for each type of service provided.
 - a. When a rate is missing or incorrect, you will see a yellow exclamation point next to that service.

Broadband Services

Service Name	Service Technology	Advertised Download Speed (Mbps)	Advertised Upload Speed (Mbps)	Capacity Allowance (GB)	Capacity Action Max	Unused Capacity Rollover
✓ Fast Internet	Cable	200.00	200.00	Unlimited	N/A	N/A
! Faster Internet	DSL	300.00	300.00	Unlimited	N/A	N/A

b. Scroll down to that service type to identify which rate needs to be corrected.

Does this service require the customer use a modem or similar hardware? No Response

Recurring Charges	Rate
✓ Recurring monthly charge	75.00
! Total of state, local, and municipal taxes	N/A
✓ Total of all other mandatory fees and taxes (such as provider surcharges, etc.) passed through	N/A
✓ Surcharges on the service accounted as company revenue (i.e. non-pass through)	10.00
✓ Activation or connection not requiring a service visit to the premises	5.00
✓ Activation or connection requiring a service visit (but assuming the premises is already physically wired)	15.00
✓ What is the purchase price for necessary hardware? (if provider sells such hardware.)	N/A
✓ What is the monthly rental price for necessary hardware? (if provider rents hardware.)	10.00
✓ Computer/laptop hook-up by service technician already making a service visit.	N/A

* = Multiple rates and or taxes/fees/surcharges may exist for the same service within the Census tract.

? = Section has not been started.

! = Missing or incomplete

✓ = Complete

c. Click the **Back** button to return to the survey to enter or correct the necessary rates.

3. Once you have reviewed all rates entered, you are ready to certify your survey. Click **Certify**.

3.5 Certifying Fixed Broadband Survey Data

An officer of the firm must certify the rates; if the firm is reporting for multiple census tracts, the firm may choose to have different Certifying Officials certify different census tracts. The official should certify that the information provided is accurate and correct to the best of his or her knowledge, information, and belief. Such certifications should be based on the information before the official making the certification and on a reasonable, good faith effort to confirm the accuracy of submitted rates.

Survey Certification for Survey: FB-22-2547385A2

Certifying Official Contact Information

All fields are required unless marked optional.

A corporate officer must provide contact information and confirm certification statement at the end of this form.

Name

Job Title/Position

Phone

Format as: (123) 456-7890

Extension *(optional)*

Email

☐ By checking this box, I certify under penalty of perjury that I have evaluated the data in this submission and, to the best of my knowledge, information, and belief, the data are accurate and correct, and that I am submitting a document as part of an official FCC process.

Privacy Act Statement for Default Contacts and Certification

The business contact and certification information that you provide will be stored in the system of records entitled FCC-2, "[Business Contacts and Certifications](#)" and may be disclosed for the routine uses listed in that system of records.

[← Back](#)

Certify

1. Enter the contact information for the Certifying Official.
2. The Certifying Official must check the box indicating the data have been reviewed and are accurate and correct.
3. The Certifying Official must click **Certify**. A submission confirmation will display:

Confirmation

Success

Thank you!
Your survey was successfully submitted on Jul 25, 2022, 9:40:09 AM

[Return to Survey List →](#)

If you have any questions or need assistance, please refer to the [Urban Rate Survey Resources page](#) or contact Urban Rate Survey support at UrbanRateSurvey@fcc.gov.

4. To return to the dashboard, click **Return to Survey List**.
5. Once certified, the status for the survey you just completed will show **Original – Submitted**. If you do not complete the survey, the status will show **Original – In-Progress**. You are not finished submitting data for a census tract until it says **Original – Submitted**.

4 Modifying a Survey

1. If you need to modify a survey during the filing period, click on the survey where the status is **Original – Submitted**.

URS Dashboard

Survey List

To **begin** or **modify** a survey, click on the survey number for the Census Tract for which you are responding.

To **view** a certified survey, click on its 'Summary' link.

To open a survey for **modification**, click the link under the 'Survey #' column. Please note that opening the survey for modification will require the survey to be recertified.

Survey #	Survey Type	Provider	FRN	Census Tract	Status	Last Updated	
FB-22-254738478	Fixed Broadband	Mediacom Delaware LLC	0001740281	10005051005	Original - In Progress	Jul 25, 2022, 2:10:21 PM	Summary
FB-22-2547385A2	Fixed Broadband	Mediacom Delaware LLC	0001740281	10005051303	Original - Submitted	Jul 27, 2022, 1:36:27 PM	Summary
FB-22-410365B5	Fixed Broadband	Google Fiber Alabama, LLC	0001740281	1089001402	Original - Not Started	May 23, 2022, 11:25:34 PM	Summary

2. A warning will appear confirming that you wish to open a survey and recertification will be required.

Confirm



Selecting 'Continue', will open this survey for modification and **recertification will be required**, even if no modifications are made.

Continue

Close

3. Click **Continue**. This will change the survey status to **Original – In-Progress**.
4. Make the changes as necessary and recertify the survey.
5. The status will now be **Modified-Submitted**.

Note: Once the filing window has closed, contact the FCC at UrbanRateSurvey@fcc.gov or 202-418-0940 if modifications are needed.

5 Deleting a Survey

1. If you need to delete a fixed broadband service, click on the survey reporting the service to be deleted.
2. Navigate to the “Broadband Survey” screen and identify the service that needs to be deleted.

+ Add Broadband Service				▼
! Faster Stuff (DSL)	▼	200.00/200.00 Mbps	Data capacity: Unlimited *	Delete
✓ Fast Stuff (Cable)	▼	100.00/100.00 Mbps	Data capacity: Unlimited *	Delete

* = Multiple rates and or taxes/fees/surcharges may exist for the same service within the Census tract.

? = Section has not been started.

! = Missing or incomplete

✓ = Complete

3. Click **Delete**. A warning will appear asking to confirm deletion of the service.

Delete



Are you sure you wish to delete this service?

Delete

Close

4. Click **Delete** to confirm.
5. Continue to Summary and Certification to complete the survey.